

DIRECTIONS FOR ISSUING PUBLIC NOTICE - FAILURE TO INSTALL CORROSION CONTROL

*Notice shall be provided as soon as possible, but no later than **30 days** after the system learns of the violation. Notice shall be repeated at least every 3 months for as long as the violation continues. Proof of public notice, as described below, shall be completed and sent to DES within **10 days** of providing public notice.*

A COMMUNITY water system must always notify consumers by mailing or directly delivering the public notice to each customer receiving a bill and to other consumers to whom water is delivered.

IF persons regularly served by the system would not normally be reached by the mailing or direct delivery methods described above, the water system shall also use *at least one* of the following notification methods.

1. Publication of the notice for 3 consecutive days in a daily newspaper of general circulation that serves the area of the water system.
2. Posting the notice in public places served by the water system. [Posted notices must remain in place for as long as the violation persists, but in no case for less than 7 days, even if the violation is resolved.]
3. Furnishing a copy of the notice to radio and television stations that broadcast in the area served by the water system.

A NON-COMMUNITY water system shall notify consumers by posting the notice in conspicuous locations throughout the distribution system frequented by persons served by the system, or by mailing or direct delivery to each customer and consumer. [Posted notices must remain in place for as long as the violation persists, but in no case for less than 7 days, even if the violation has ended.] **IF** other persons regularly served by the system would not normally be reached by the posting, mailing, or direct delivery methods described above, the water system shall also publish the notice for 3 consecutive days in a daily newspaper of general circulation that serves the area of the water system.

Additional methods (*e.g.*, electronic mail, delivery of multiple copies to parents or guardians of students), may be needed since the notice must be provided in a manner reasonably calculated to reach all persons served.

The language in *italics* on the reverse side must remain unchanged. ***This language is mandatory.***

In your notice, describe corrective actions you are taking.

Submitting Proof of Public Notice to DES

Within **10 days** after issuing the notice, the owner of the water system shall provide proof of public notice to DES. Proof of public notice shall consist of a copy of the notice that was distributed or posted, and each of the 3 full pages of newspaper articles – if this secondary method is used, **and** the following completed certification:

CERTIFICATION

I hereby affirm public notice has been provided to consumers in accordance with the delivery, content, and deadline requirements in NH Admin. Rule Env-Ws 351, as outlined above.

First Delivery Method Used: _____ Date: _____

Second Delivery Method Used (IF needed): _____ Date: _____

Signature of Water System Owner

Water System Name

Date

Proof of public notification should be faxed to (603) 271-5171 OR mailed to:

Lead & Copper Monitoring Section
Department of Environmental Services
Water Supply Engineering Bureau
29 Hazen Drive, PO Box 95
Concord, NH 03302-0095

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

_____ **Water Contains High Levels of Copper**
(name of water system)

Our water system failed to meet a drinking water standard. Even though this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What happened?

We routinely sample water at consumers' taps for copper. The tests show copper levels in the water above the limit, or action level, so we are required to install corrosion control treatment. This treatment helps prevent copper in the pipes from dissolving into the water. Corrosion control should have been installed by _____ but installation is incomplete. (date)

What does this mean?

Typically, copper enters water supplies by leaching from copper pipes due to corrosion of interior plumbing. Your water is more likely to contain high copper levels if water pipes in or leading to your home are made of copper.

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

What should I do?

Listed below are some steps you can take to reduce your exposure to copper:

- Run your water for 15-30 seconds or until it becomes cold before using it for drinking or cooking; this flushes any standing copper from the pipes.
- Do not cook with or drink water from the hot water tap; copper dissolves more easily into hot water.
- **Do not boil your water to remove copper.** Excessive boiling water makes the copper more concentrated because the copper remains when the water evaporates.

Steps We Are Taking: _____
(describe corrective action)

This is not an emergency. If it had been, you would have been notified immediately. Corrosion control will be in place by _____.
(date)

For more information, please contact _____ of _____
(name of contact) (name of system or company)

at _____ or _____
(telephone #) (address)

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

EPA #: _____ Date distributed: _____